

0:0:0.0 --> 0:0:1.880

Kollin Jensen

Thank you all for joining us today.

0:0:3.40 --> 0:0:13.690

Kollin Jensen

I am Kollin Jensen. Your client strategy manager with Livongo and today I'll be walking you through our program design for state of Delaware members living with diabetes.

0:0:14.810 --> 0:0:24.430

Kollin Jensen

Livongo for diabetes program is offered at no cost to state of Delaware employees and cover dependents living with diabetes and have coverage through the Highmark Health Plan.

0:0:26.70 --> 0:0:33.530

Kollin Jensen

I would like to ask that you hold off on sharing any personal health information today. I am not a nurse or a clinician.

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Kollin Jensen

I will be going through general overview of the program and providing instruction for instructions for how to enroll.

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Kollin Jensen

If you enroll in the Livongo program, you will have 24/7 access to Livongo's coaches who are able to help with any complicated health questions you may have.

0:0:52.420 --> 0:0:53.840

Kollin Jensen

OK, let's get started.

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Kollin Jensen

For those of you not familiar with Livongo, we are a digital health company helping people living with chronic conditions to better understand their health and make healthy lifestyle changes.

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Kollin Jensen

We know Americans living with diabetes spend virtually all of their time managing their condition on their own, outside of a health care setting.

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Kollin Jensen

People are spending on average less than .1% of their time and a traditional health care setting.

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Kollin Jensen

For those of you living with diabetes, just think about how much time you spend managing your condition on your own, outside of your physician's office or the healthcare system.

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Kollin Jensen

Wouldn't it be great to always have a friend by your side at home, at work, or when you're on the go while managing your diabetes?

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Kollin Jensen

That Livongo we've designed a solution to support folks like you, so you can be more knowledgeable, feel more empowered about managing your diabetes and feel more in control of your health.

0:1:59.210 --> 0:2:5.420

Kollin Jensen

Our name, Livongo, is a combination of the words live on the go and we want to help you do just that.

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Kollin Jensen

Livongo's programs include three key elements that help you manage living with diabetes.

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Kollin Jensen

The first component is a cellular and enabled device we will send to your home and no cost to you a blood glucose meter. We also send you free unlimited tests and supplies and those are delivered right to your door.

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Kollin Jensen

Next is data science. We give you access to a mobile app and a web-based portal for you to use as you use your Livongo device, we learn more about you and we will make personalized recommendations of tips and tricks that might help you improve your health.

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Kollin Jensen

Lastly, we also offer human touch through Livongo you have 24/7 access to Livongo coaches. They will meet one-on-one with you and provide care guidance where you need it and how you need it.

0:3:7.110 --> 0:3:16.920

Kollin Jensen

Manage managing a chronic health condition is a journey just like any other journey. There are ups and downs. We want to give you the tools you need to be in the driver's seat.

0:3:18.220 --> 0:3:23.740

Kollin Jensen

Once you enroll, you will receive Livongo's welcome Kit and some initial communications to learn about the program.

0:3:24.910 --> 0:3:29.880

Kollin Jensen

After you start using the program, we provide you with tips and tricks to manage your health through nudges.

0:3:30.610 --> 0:3:32.930

Kollin Jensen

Action plans in personalized coaching.

0:3:34.150 --> 0:3:43.360

Kollin Jensen

We also have the Livongo app where you can also set health goals using action plans and where you can connect with resources to help you meet your health goals.

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Kollin Jensen

After you register, you will receive a welcome kit that includes everything you need to get started.

0:3:55.390 --> 0:3:58.870

Kollin Jensen

The diabetes kit includes a cellular connected blood glucose meter.

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Kollin Jensen

And initial supply of test strips and everything else you need to take your first reading.

0:4:4.690 --> 0:4:8.690

Kollin Jensen

The battery is even all charged up, so you can start using it right away.

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Kollin Jensen

You will receive your kit with an approximately 5 business days of registering for the program.

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Kollin Jensen

Just to remind you, this program is offered to you at no cost.

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Kollin Jensen

Now let's take a closer look at the blood glucose meter for managing diabetes. The device itself is packed with a variety of features designed with a bright and accessible touch screen. Again, it is cellular enabled, and it is set up before it even ships to you. So, you simply need to turn it on to get started.

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Kollin Jensen

The device is dynamic and will provide you with health guidance and insights based on your readings and additional information you supply us, such as whether or not whether or not you're reading was taken before or after a meal.

0:4:54.920 --> 0:4:57.270

Kollin Jensen

Time of day and how you were feeling.

0:4:58.670 --> 0:5:11.850

Kollin Jensen

Directly from the blood glucose meter, you also have the ability to connect one-on-one to a Livongo health coach, share health summary report of your readings, order test strips and receive additional member support.

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Kollin Jensen

Let's take a look at each of these features in further detail.

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Kollin Jensen

Understanding your blood glucose levels doesn't need to be complicated.

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Kollin Jensen

With the LIVONGO program, your blood glucose meter will provide instant feedback to you on whether your blood blue blood glucose levels are high or low and send you personalized nudges that give you helpful tips based on your checking trends.

0:5:39.990 --> 0:5:44.930

Kollin Jensen

Here are some examples of how it helps you understand your numbers and what you can do to improve them.

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Kollin Jensen

We want you to be able to check your blood glucose as often as you would like, so we give you unlimited free test strips and we ship those directly to you.

0:6:1.160 --> 0:6:19.620

Kollin Jensen

We know when you are running low and ship them automatically and you can also order them from your meter and our mobile application. Just think about the weight that can be lifted just by not having to worry about running out of diabetes, testing supplies and knowing that you will always have what you need to test your blood sugar.

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Kollin Jensen

With the program you also get access to the free Livongo app where you will be invited to set up action plans. You get to build a personalized experience based on your own goals, and the app will recommend activities, articles, and resources that help you achieve your goals.

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Kollin Jensen

You may already know that what you eat is really important for those living with diabetes. Another really great feature of Ivan's program is food logging.

0:6:57.770 --> 0:7:0.840

Kollin Jensen

You can snap and upload photos of your meals for feedback.

0:7:1.630 --> 0:7:7.230

Kollin Jensen

As you log your meals during the week, you can send those to Livongo coach to provide feedback to you.

0:7:15.720 --> 0:7:31.360

Kollin Jensen

With Livongo you also have 24/7 access to Livongo coaching. They will give you one-on-one personalized support on things like controlling your glucose, diet and physical activity. You can also message a coach at any time through the Livongo app.

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Kollin Jensen

Our coaches also regularly conduct Livongo learning event webinars that cover common health topics, coaching and all of the other features we just talked about are all offered to you at no cost.

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Kollin Jensen

Livongo coaches are here to help you when you need it most. If you have a reading that's outside of range, either high or low, one of our diabetes response specialists will reach out to you through phone or text within 3 minutes to support you.

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Kollin Jensen

You even have the ability to set up an emergency contact, so a spouse or loved one can get alerts as well, giving you a safety net just in case you need it.

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Kollin Jensen

The LIVONGO program also gives you the option to create customized alerts where you set a target range for your blood glucose.

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Kollin Jensen

Livongo members often see positive results quickly once they start using our program, and you can even share those results electronically with your care team.

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Kollin Jensen

Are health summary reports provide an overview of your diabetes management over the past 30 to 90

days in providing an in providing an easy electronic blood glucose log, summary charts and graphs on readings, blood glucose averages percent in above, below target and even notes from coaches if you opt into our coaching programs.

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Kollin Jensen

You can share your health summary report through e-mail, text or fax.

0:9:14.680 --> 0:9:25.650

Kollin Jensen

Now I hope you are already asking how do I sign up for Livongo the Livongo for diabetes program is available to members living with type one or type 2 diabetes with coverage through the Highmark Health Plan.

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Kollin Jensen

There are a few ways that you can enroll in the program. You can go to this website listedherewelcome.livongo.com.

0:9:35.400 --> 0:9:42.150

Kollin Jensen

Forward Slash state of DE forward slash register or you can also call LIVONGO member support.

0:9:43.30 --> 0:9:51.30

Kollin Jensen

At 800-945-4355 and the registration code you will need is state of DE.

0:9:57.850 --> 0:10:11.140

Kollin Jensen

I hope you have learned more about the Livongo for diabetes program that is available at no cost to you and your loved ones. Again, thank you for taking the time out of your day to watch this webinar and get out there and get enrolled. Thank you.